

DUCKET FILE COPY ORIGINAL

*V* To Aunt GK-67  
and  
CC90-571

Teresa Feeney  
AT&T Customer Care  
100 S. Jefferson Street, Suite 115  
New Castle, PA 16101

Dear Ms. Feeney:

## PROVIDING SPEECH TO SPEECH

I live in Vermont and want AT&T to make telephones accessible to people with speech disabilities by establishing Speech to Speech and an effective STS outreach service. I urge your company to comply with FCC Regulations and provide STS in Vermont by March 2001.

In California, people with speech disabilities have dramatically improved their lives because of STS. One example is Dr. Robert Aber who experienced great growth in his psychology practice once he was able to communicate with clients over STS. Writer Pam Hoye advanced her writing career substantially using STS to gather facts for articles. Dr Bob Segalman became successful as a social activist helping people with speech disabilities once he began using STS. STS potentially answers the telecommunications needs of thousands of people.

## PROVIDING STS OUTREACH

Providing outreach appropriate to a particular user population is a prerequisite to access. When people with speech disabilities have appropriate training to use STS, they become more independent, participate more in the community, get jobs etc. The new relay regulations require states to contract with relay providers so that STS is accessible to users with speech disabilities. Providing outreach appropriate to a particular user population is a prerequisite to access.

If AT&T provides STS without appropriate outreach, call volumes will be extremely low. Call volumes could rise substantially with an extensive STS outreach service tailored to people with speech disabilities. Failure to provide appropriate outreach for STS likely means Vermont residents with speech disabilities will not enter the mainstream of life.

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Because I want this independence for people with speech disabilities in Vermont, I strongly urge you to provide an STS outreach service similar to the very successful STS intensive outreach services in California, Minnesota and Maryland.

## FUNDING STS OUTREACH

Such a service may cost only \$50,000 because of Vermont's low population.. Many states have sufficient surcharge money to fund a \$50,000 STS outreach service without difficulty. It may be possible to use vocational rehabilitation client services money to teach people to use STS as it fosters independence and makes people job ready.

## CONCLUSION

A large proportion of people with speech disabilities have other disabilities as well; this makes it very difficult for them to advocate for themselves. Therefore, it is necessary for the rest of us to insure that services like STS outreach are adequately provided for.

Again, I strongly urge you to budget for an effective STS outreach service with a budget of about \$50,000.

Sincerely,

SIGNATURE: *Mark Feldman*

ADDRESS: *106 Park St #10*

CITY, STATE, ZIP: *Burlington, Vt. 05201*

DATE: *11-10-2000*

cc: Disability Rights Office  
Consumer Information Bureau  
Federal Communications Commission, Room 6C-447  
445 12th Street SW

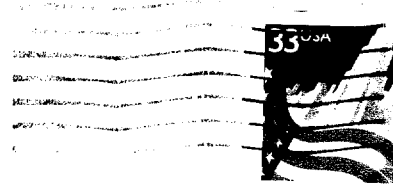
Washington, DC 20554

cc: Deena L. Frankel  
Director of Consumer Affairs  
Vermont Dept. of Public Service  
112 State Street, Drawer 20  
Montpelier, VT 05620-2601

cc: Bob Segalman, Ph.D.  
Department of Rehabilitation  
Att: Program Evaluation  
2000 Evergreen Street  
Sacramento, CA 95815



Mark Dale Feldman  
106 Park Street #10  
Bennington, VT  
05201



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Washington, DC 20554

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